

A CATALOG OF MAJOR JOB RESPONSIBILITIES

**FOR USE IN THE
JOB PERFORMANCE PLANNING AND EVALUATION PROGRAM**

**This catalog is specifically designed for classifications previously identified
as using the 2B Specialized Form.**

**(See the next page for a listing of classifications previously associated with
the specialized form identified above.)**

To be used for developing Job Performance Plans

September, 2008

Special Form 2B

These Major Job Responsibilities and Descriptions of Exceptional Performance were derived from the specialized 2B Form and may be useful for the following classifications:

- Developmental Technician
- Psychiatric Technician

GENERAL JOB PERFORMANCE AREAS

- 9101. FOLLOWING WORK INSTRUCTIONS
- 9102. ADHERING TO WORK REQUIREMENTS AND REGULATIONS
- 9103. COOPERATING WITH CO-WORKERS
- 9104. WORKING WITHOUT CLOSE SUPERVISION
- 9105. USING AND MAINTAINING TOOLS, EQUIPMENT, AND SUPPLIES
- 9106. PROVIDING THERAPEUTIC BEHAVIORAL MANAGEMENT/DAY-TO-DAY INTERACTIONS
- 9107. PROVIDING HEALTH CARE/ASSISTING NURSES
- 9108. PROVIDING DIRECT CARE SERVICES
- 9109. KEEPING RECORDS: CHARTING AND REPORTING
- 9110. OBSERVING SAFETY PROCEDURES AND SECURITY MEASURES
- 9111. RESPONDING TO DIFFICULT OF EMERGENCY SITUATIONS
- 9112. COOPERATING IN SPECIAL ASSIGNMENTS
- 9113. PROVIDING TRAINING
- 9114. CHECKING ON PATIENTS/RESIDENTS
- 9115. ATTENDING STAFFINGS AND CONFERENCES
- 9116. MAINTAINING CLEANLINESS AND NEATNESS IN WORK AREAS;
DOING LAUNDRY SERVICES
- 9117. DIRECTING AND ASSISTING VISITORS

9101. FOLLOWING WORK INSTRUCTIONS

- 9101A. Always carries out both oral and written instructions.
- 9101B. Immediately asks for clarification if unsure of what should be done.
- 9101C. Instructions never need to be repeated; nor does employee need to be reminded to carry them out.
- 9101D. Immediately notifies supervisor if for some reason instructions cannot be carried out.

9102. ADHERING TO WORK REQUIREMENTS AND REGULATIONS

- 9102A. Always arrives at work station and is ready to begin work at the scheduled time.
- 9102B. Consistently notifies work unit promptly when ill, and clearly explains illness.
- 9102C. If going to be late for work, employee consistently notifies work unit as soon as possible.
- 9102D. Always returns from meals and breaks at the scheduled time.
- 9102E. Annual leave and other special absences are scheduled in advance and are never taken without prior permission.
- 9102F. Clothing worn is always appropriate for the work to be done.
- 9102G. Continues working until shift is over.
- 9102H. Always avoids wasting time (talking, watching TV, etc.) while working.

9103. COOPERATING WITH CO-WORKERS

- 9103A. Assists in a smooth transition between shifts by explaining events which new shift should be aware of.
- 9103B. Always completes tasks before change of shift. If not completed, has a valid reason and tells appropriate staff what still needs to be done.
- 9103C. Willingly and effectively covers the work for others during breaks and other absences.
- 9103D. Consistently works harmoniously with other staff on assignments, contributing a fair share of the work.
- 9103E. Always creates and maintains good interpersonal relationships. If differences do occur, works them out without need of supervisor.
- 9103F. Never gossips or undermines the work of others.
- 9103G. Routinely responds courteously to others when they ask for help.

9104. WORKING WITHOUT CLOSE SUPERVISION

- 9104A. Daily routine assignments are always carried out correctly without prompting or supervision.
- 9104B. Consistently reviews assignments sheets and carries out assignments.
- 9104C. Follows all goal plans exactly; activities never have to be checked by supervisor.
- 9104D. Recognizes things that need to be done and carries out the responsibility without any prompting from supervisor.

9105. USING AND MAINTAINING TOOLS, EQUIPMENT, AND SUPPLIES

- 9105A. Always follows established procedures when checking out or returning tools, equipment, and supplies.
- 9105B. Follows all operating instructions; if unsure, asks supervisor or other staff for assistance.
- 9105C. Uses designated amount of supplies; never wasteful.
- 9105D. Checks to see if equipment is clean and operational on a routine basis.
- 9105E. Equipment in need of repair is immediately reported to supervisor.
- 9105F. Keeps all supplies and equipment locked up.

9106. PROVIDING THERAPEUTIC BEHAVIORAL MANAGEMENT/DAY-TO-DAY INTERACTIONS

- 9106A. Independently develops and effectively applies behavioral management techniques.
- 9106B. Customarily converses with patients/residents, showing concern and interest.
- 9106C. Consistently praises and rewards appropriate behaviors outlined in treatment plans.
- 9106D. Is involved in the activities of patients/residents, using this involvement as a teaching aid.
- 9106E. Speaks calmly, never loses composure.
- 9106F. Routinely brings finished works of patients/residents to unit and attractively displays them.
- 9106G. Always works effectively with each patient/resident and can easily switch from one to another.
- 9106H. Does not allow patients/residents to be idle during activities.
- 9106I. Never verbally belittle patients/residents.
- 9106J. Consistently follows treatment plans.

- 9106K. Encourages patients/residents to participate in all appropriate programs and activities.
- 9106L. Interactions with patients/residents never violate their legal rights.
- 9106M. Always provides assistance as necessary, but encourages self dependence in patients/residents.
- 9106N. Teaches appropriate social interaction skills; effectively intervenes to settle disputes between patients/residents.
- 9106O. Works effectively with each patient/resident, and interacts at the appropriate functional and emotional level.
- 9106P. Consistently monitors the effectiveness of treatment plans, and makes recommendations for change when appropriate.

9107. PROVIDING HEALTH CARE/ASSISTING NURSES

- 9107A. Always carries out nursing care as directed.
- 9107B. Recognizes when having difficulty carrying out a procedure and immediately requests assistance.
- 9107C. Immediately reports any abnormal findings or changes to appropriate staff.
- 9107D. All medical records are accurate and up-to-date.
- 9107E. Regularly checks on patients/residents and monitors their conditions.
- 9107F. Consistently turns bedridden patients/residents as instructed.
- 9107G. Massages body of bedridden patients/residents.
- 9107H. Routinely keeps pads and sheets wrinkle free.
- 9107I. Thoroughly washes all bedridden patients/residents.
- 9107J. Accurately takes blood pressure and/or temperature, etc.
- 9107K. Whenever blood pressure is found to be elevated, independently and properly verifies results.
- 9107L. Explains the importance and purpose of urine tests to patients/residents.
- 9107M. Before time for scheduled urine test, reminds patients/residents of test and forces fluids if necessary.
- 9107N. If patient/resident has a catheter, empties urine from bag as soon as collected and properly prepares urine for laboratory analysis.
- 9107O. Monitors the relationship between fluid intake and output, and appropriately recognizes when a problem may exist.
- 9107P. Correctly follows all procedures for patients/residents who appear to be in shock.

9108. PROVIDING DIRECT CARE SERVICES

- 9108A. Follows all feeding procedures exactly.
- 9108B. Routinely allows each patient/resident sufficient time for eating.
- 9108C. Washes face and hands of each patient/resident before and after all meals.
- 9108D. Regularly talks to patient/resident during feedings.
- 9108E. Independently teaches patient/resident to feed self with utensils.
- 9108F. Encourages patients/residents to assist themselves, but always lets them know that assistance is available if needed.
- 9108G. Completes feedings of all patients who are difficult to feed.
- 9108H. Thoroughly bathes patients/residents, washing all areas of the body.
- 9108I. Thoroughly dries patients/residents and applies deodorant and powder after bath.
- 9108J. Dresses patients/residents promptly in clean, comfortable clothing suitable for weather.
- 9108K. Independently toilet trains patients/residents.
- 9108L. Efficiently changes bedding of all patients/residents confined to beds.
- 9108M. Quickly changes soiled clothing of patient resident after any eating or toileting accidents.
- 9108N. Always bathes and dresses patient/resident before going off duty.
- 9108O. Brushes patient's/resident's teeth after each meal.
- 9108P. Reviews special dietary guidelines for patients/residents, and insures all dietary restrictions are met.

9109. KEEPING RECORDS: CHARTING AND REPORTING

- 9109A. Clearly describes in detail behaviors of patients/residents or changes in their conditions.
- 9109B. Descriptions of incidents include actions of patient/resident, date and time of incident, and any medical attention administered.
- 9109C. Records and charts are always kept up-to-date without prompting from supervisor.
- 9109D. Data or information is recorded neatly, accurately, in accordance with existing agency policy, with correct spelling, and is easy to read.
- 9109E. Immediately documents all incidents after they are under control.
- 9109F. Effectively performs other assigned clerical duties (typing, filing, answering telephones, etc.)

9110. OBSERVING SAFETY PROCEDURES AND SECURITY MEASURES

- 9110A. Immediately picks up all hazardous objects from floors.
- 9110B. Supervises use of any cleaning detergents, and, when not in use, keeps them locked up.
- 9110C. Ensures that bed rails are always up when patients/residents are unattended.
- 9110D. Straps patients/residents in wheelchair when appropriate.
- 9110E. Always uses correct procedures when lifting patients/residents or heavy objects.
- 9110F. Correctly carries out all procedures during fire drills and other emergency situations.

9111. RESPONDING TO DIFFICULT OF EMERGENCY SITUATIONS

- 9111A. Always remains calm; responds to the situation immediately.
- 9111B. Carries out all emergency procedures as instructed.
- 9111C. Consistently takes necessary actions to prevent additional injuries or increased confusion.
- 9111D. Quickly requests aid from other staff.
- 9111E. Always accurately describes vital information concerning patient/resident to physician or nurse.
- 9111F. Correctly administers CPR, oxygen, mouth-to-mouth respiration, and Heimlich procedure.
- 9111G. Always restrains violent patients/residents without causing injury to patients/residents or self.
- 9111H. If necessary, willingly puts self between patients/residents to stop fights.

9112. COOPERATING IN SPECIAL ASSIGNMENTS

- 9112A. Willingly works any unit assigned; finds out and follows unit procedures.
- 9112B. Willingly accepts all changes in assignments.
- 9112C. Follows through on any duty assigned (gets it done).
- 9112D. Volunteers to work with those having special difficulties.
- 9112E. Is never argumentative (it's not my turn; I went last time, etc)

9113. PROVIDING TRAINING

- 9113A. Willingly and effectively teaches self-help skills (brushing teeth, washing face and hands, toileting, grooming, dressing, etc.)

- 9113B. In teaching, breaks down all steps in process to manageable levels.
- 9113C. Always teaches patiently; pace is appropriate for patient/resident.
- 9113D. Reinforces and praises learning process; is consistent.
- 9113E. Carries out all training as scheduled, with minimal supervision.
- 9113F. Works hard to provide an enjoyable learning experience.
- 9113G. Consistently talks in a pleasant but firm tone of voice.

9114. CHECKING ON PATIENTS/RESIDENTS

- 9114A. Checks on each patient/resident at scheduled time without prompting from supervisor.
- 9114B. Consistently checks those with known or suspected illnesses more frequently than scheduled.
- 9114C. Effectively describes changes in patients/residents.
- 9114D. Reports promptly to appropriate staff any changes observed.
- 9114E. Knows at all times where all assigned patients/residents are.
- 9114F. Notices any slight changes (refusal to eat, tenderness to touch, rashes).

9115. ATTENDING STAFFINGS AND CONFERENCES

- 9115A. Actively participates in all meetings, providing input which is timely and relevant.
- 9115B. Always researches patient/resident needs, verifying information and making recommendations consistent with individual's priorities and goals.
- 9115C. Routinely reads the reports of other disciplines prior to staffing and knows activities of patient/resident off of the unit.
- 9115D. Well organized; provides detailed information on functioning level of each patient/resident.

**9116. MAINTAINING CLEANLINESS AND NEATNESS IN WORK AREAS;
DOING LAUNDRY SERVICES**

- 9116A. Immediately mops up any urine or water on floor.
- 9116B. Washes all blood and/or feces off commodes; keeps commodes flushed.
- 9116C. Always picks up and discards litter and trash. Keeps floors swept.
- 9116D. Changes beds when needed; immediately takes out soiled linens. Beds are neatly made.

- 9116E. Consistently washes soiled clothing and linens to keep clothing in good repair; washes out feces before washing in machine.
- 9116F. Clothing is always folded and put up neatly.
- 9116G. Dresses all patients/residents properly.
- 9116H. Keeps linen and supply closets neat, with linen folded and neatly placed, and only appropriate items in closet.

9117. DIRECTING AND ASSISTING VISITORS

- 9117A. Greets family, always makes them feel welcome.
- 9117B. Escorts all visitors to visiting area.
- 9117C. Talks with family describing events in daily life of patients/residents and improvements they have made.
- 9117D. Listens to each family's concerns and correctly answers questions.
- 9117E. Always volunteers to assist visitors on the unit.
- 9117F. Is always polite and courteous towards visitors.